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ABSTRACT

Student perception of food service facilities at North Carolina State University was surveyed in 1977. Of 1,100 randomly selected residence hall students, 799 responses were obtained. Respondents were asked to evaluate food service facilities and to report their eating habits. Study was limited to eating habits in their rooms, in campus cafeterias, and off-campus. In general, 64.3 percent of the respondents indicated that they were satisfied with their present eating arrangements. Respondents reported a preference to eat in their room (36.5 percent), in a cafeteria (35.4 percent), and off-campus (28.1 percent). Respondents rejected the concept of a required meal plan to support an on-campus cafeteria. Sixty-eight percent of the respondents indicated they would not favor required meal plans for freshmen, and 70.7 percent would not favor paying approximately $650 per semester for a room and board plan. The report provides information on facility use and satisfaction and problems with campus facilities and presents respondents' suggestions and comments. The questionnaire is appended. (SW)

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NCSU FOOD SERVICE SURVEY REPORT

Dr. Larry W. Gracie

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HE 011 224

Student Affairs Planning and Research

Division of Student Affairs

February 21, 1978

NCSU Food Service Survey Summary Points

1. The survey response rate was 72.6%. (Table 1)

2. Respondents indicated they were satisfied (64.3%) with their present eating arrangements. (Page 2)

3. Respondents reported a preference to eat in their room (36.5%), in a campus cafeteria (35.4%), and off-campus (28.1%). (Page 2)

4. Respondents rejected the concept of *required* meal plans to support on-campus cafeteria. (Pages 2 and 3 with Table 2)

5. When given the opportunity to report meals eaten in their rooms and off-campus, the typical respondents (a) ate breakfast in their room all week, (b) ate lunch in their room all week with some tendency to eat off-campus on Saturday and Sundays, and (c) ate dinner off-campus especially on weekends. (Tables 7 and 8)

6. Bragaw Snack Bar, Student Supply Store Snack Bar, Library Snack Bar, University Student Centers Snack Bar, Ice Cream Bar, Walnut Room and Buffeteria were the areas reported as being most frequently used. (Pages 3, 4, 5, and 6 with Table 6)

7. Respondents indicated a low usage of campus facilities.

8. Problems reported most often with campus facilities included - variety of food, quantity of food, high cost of food, slow service, attitude of workers, hours of operations, lack of seating, and dirty facilities. (Pages 8 and 9, Tables 10 and 11, and Appendix A)

9. Respondents reported a large number of appliances in their rooms. (Table 9)

10. Clean-up was reported as a major problem with room food preparation. (Table 12)

11. Respondents indicated they ate off-campus because of (1) lower cost, (2) change in atmosphere; and (3) greater variety of food. (Table 13)

12. Respondents indicated that a new cafeteria convenient to residence halls (52.1%) and upgrading residence hall snack bars to offer hot fast food items (51.7%) as two suggested improvements. (Table 14)

13. In general, respondents were supportive of current food facilities operation. Some problems which were cited appear as avenues for possible change in improvements.

14. The survey instrument is shown in Appendix B.

NCSU FOOD SERVICE SURVEY REPORT

The following summary information was collected to provide descriptive data concerning student perception of NCSU food service facilities for a campus committee investigating NCSU's food service facilities. The survey was distributed to a random sample of 1100 residence hall students during the fall 1977 semester with the assistance of residence hall personnel. Therefore, this report is indicative of 799 residence hall students who responded to the NCSU Food Service Survey and is limited to resident's opinions. The distribution of respondents by residence hall is in Table 1.

Table 1

Residence Hall Response Rate

	Hall Population	Sample	Respondents	%
Bagwell	182	33	31	93.9
Becton	238	39	30	76.9
Berry	84	18	18	100
Gold	62	11	8	72.7
Syme	233	46	36	78.3
Welch	65	14	11	78.6
East Campus	(864)	(161)	(134)	(83.2)
Alexander	190	42	26	61.9
Owen	394	74	38	51.4
Tucker	378	71	66	93.0
Turlington	186	43	37	86.0
Bowen	320	63	42	66.7
Carroll	360	78	68	87.2
Metcalf	430	85	73	85.9
Central Campus	(2258)	(456)	(350)	(76.8)
Bragaw	807	165	129	78.2
Lee	808	154	99	64.3
Sullivan	784	164	87	53.0
West Campus	(2399)	(483)	(315)	(65.2)
Total	5521	1100	799	72.6

Respondents were compared to the target population on the basis of age, sex, and class. As with most sample surveys with a high response rate, this survey achieved a distribution similar to the target population by age, sex, and class.

As with any sample survey, non-respondents introduce a question of bias into the study. The researcher should investigate if respondents are over-representative of those who are dissatisfied or critical of the existing food service or if

non-respondents are over-representative of those who are satisfied or unconcerned about the existing food service. It seems reasonable to believe that dissatisfied or critical individuals would more likely express their concerns through this survey than those who may be satisfied. Since there are no statistical data for non-respondents, the reader should consider this following summary as representative of isolated problems and therefore assume the response population to be overly critical.

Throughout the survey respondents were asked to evaluate food service facilities and to report their eating habits. This investigation was limited to respondents' eating habits in their rooms, in campus cafeterias, and off-campus. Specifically, the survey questions concerning campus facilities were limited to the following facilities:

University Student Center's:
- Ice Cream Bar
- Snack Bar
- Deli
- Salad Bar
- Buffeteria
- Walnut Room

D. H. Hill Library Snack Bar (University Student Center Annex)
Shuttle Inn
Bragaw Snack Bar
Student Supply Store Snack Bar
Quad Snack Bar
Syme Snack Bar
Kitchenettes in Residence Halls

RESULTS

In general, 64.3% of the respondents indicated they were satisfied with their present eating arrangements. In a separate question, respondents reported a preference to eat in their room (36.5%), in a cafeteria (35.4%), and off-campus (28.1%).

Respondents rejected the concept of required meal plans to support an on-campus cafeteria. Sixty-eight percent of the respondents indicated they would not favor required meal plans for freshman, and 70.7% of the respondents would not favor paying approximately $650 per semester for a room and board plan. Table 2 displays this distribution by class.

Table 2

NCSU Food Service Survey Respondents

Class	N	Support Required Meal Plan for Freshmen % Yes	Support of Room & Board Plan @ $650 % Yes
Freshmen	288	28%	28%
Sophomore	217	39%	29%
Junior	122	31%	34%
Senior	119	26%	27%
Graduate	5	60%	20%
TOTAL	754	32%	29%

The remainder of the survey results is divided into three sections (1) facility use and satisfaction, (2) problems with campus facilities, and (3) respondents suggestions and comments.

Facility Use and Satisfaction

Each respondent was asked to evaluate NCSU food service areas under consideration in this study for their own usage and satisfaction. Facility usage was considered to be high if the respondent ate an average of 5 or more meals there per week, medium if the respondent ate an average of 2 to 4 meals there per week, and low if the respondent ate an average of 1 meal there per week. Respondent's facility satisfaction was judged as either very satisfied (S), satisfied (s), dissatisfied (d), or very dissatisfied (D). Respondents were allowed to indicate that they did not use the facility or were neutral as to their satisfaction. Table 3 is the percentage distribution for facility usage and satisfaction.

Table 3

Results of NCSU Food Service Survey

FACILITY USE					FACILITY SATISFACTION				
High	Med.	Low	Not Used	University Student Center	S	s	N	d	D
4.0	15.5	41.8	33.4	Ice Cream Bar	34.6	36.3	25.7	2.9	0.4
8.5	23.4	31.1	36.6	Snack Bar	16.1	42.4	33.5	5.8	2.1
3.6	9.1	22.0	64.7	Deli	13.9	33.6	48.2	2.7	1.4
2.3	6.0	15.4	75.0	Salad Bar	13.8	30.0	55.6	4.2	1.8
2.9	12.4	19.7	64.4	Buffeteria	12.7	28.2	44.6	10.6	3.7
4.0	10.5	23.1	62.0	Walnut Room	14.7	30.9	42.7	8.0	3.3
5.5	13.4	28.4	52.1	D.H. Hill Library Snack Bar (Univ. Student Center Annex)	12.5	36.3	42.9	6.6	1.3
2.8	3.6	4.9	87.6	Shuttle Inn	11.3	11.3	73.6	2.0	1.0
12.2	15.7	13.4	57.7	Bragaw Snack Bar	16.9	34.0	43.7	3.4	1.9
8.3	16.0	24.2	51.3	Student Supply Store Snack Bar	17.5	35.8	43.8	1.5	1.1
4.4	4.0	4.4	86.1	Quad Snack Bar (Berry/Becton/Bagwell)	6.1	13.7	75.4	2.9	1.2
4.4	3.0	3.6	87.9	Syme Snack Bar	5.8	12.2	78.6	1.5	1.2
2.6	8.4	13.3	69.7	Kitchenette in Residence Hall	10.8	22.2	52.4	7.8	6.1

The areas with greatest overall use were reported as being the University Student Center's Snack Bar and Ice Cream Bar. Over one half of the respondents averaged at least one meal per week at each of these two facilities. In evaluation of the other food service facilities usage, low overall usage was reported, (e.g., at least 51.3% of the respondents did not use any one of the eleven facilities for an average of one meal per week

As a general observation, respondents who used these facilities overwhelmingly indicated that they were satisfied or neutral about each of the facilities. Both the University Student Center's Buffeteria and the Kitchenettes in Residence Halls were the areas where greatest dissatisfaction was noted. Reasons for this dissatisfaction and the respondents comments and suggestions for these areas will be examined in other sections of this report.

From the data reported in Table 3, ranks were assigned for usage and satisfaction. Usage ranks were established by assigning greater values to high, medium, and low use. Likewise, satisfaction ranks were established by assigning positive values to satisfied responses, no value to neutral responses, and negative values to dissatisfied responses. These ranks and weights are shown in Table 4.

Table 4

Use and Satisfaction Ranks

Use				Satisfaction		
Average	Rank	Weight	Facility	Rank	Weight	Average
Low	2	1.97	Ice Cream Bar	1	1.018	Satisfied
Low	1	2.12	Snack Bar	3	.646	Satisfied
Low	8	1.57	Deli	5	.559	Satisfied
Not Used	10	1.40	Salad Bar	8	.440	Neutral
Low	7	1.59	Buffeteria	9	.356	Neutral
Low	6	1.62	Walnut Room	7	.456	Neutral
Low	5	1.77	D. H. Hill Library Snack Bar	6	.521	Satisfied
Not Used	13	1.24	Shuttle Inn	10	.300	Neutral
Low	3	1.87	Bragaw Snack Bar	4	.604	Satisfied
Low	4	1.86	Student Supply Store Snack Bar	2	.671	Satisfied
Not Used	12	1.29	Quad Snack Bar	12	.205	Neutral
Not Used	11	1.26	Syme Snack Bar	13	.200	Neutral
Low	9	1.56	Kitchenette in Residence Hall	11	.238	Neutral

Facility usage was also examined in another question which asked the respondent to indicate the three facilities that they had used most this school year and to specify any problems which they may have had with them. Table 5 indicates the total frequency by area.

Table 5

NCSU Food Service Facilities
Used Most Often

	Total	Rank
University Student Center's		
Ice Cream Bar	139	2
Snack Bar/Grill	88	7
Deli	46	9
Salad Bar	29	10
Buffeteria	95	6
Walnut Room Cafeteria	103	4
D. H. Hill Library Snack Bar	122	3
Shuttle Inn	19	13
Bragaw Snack Bar	144	1
Student Supply Store Snack Bar	99	5
Quad Snack Bar	23	11
Syme Snack Bar	23	11
Kitchenette in Residence Hall	54	8
Others	8	-

A detailed listing of reported problems by facility is shown in Appendix A of this report. The most common problem will be explored in the next section.

The usage ranks of the seven highest ranked areas from Table 3 and Table 5 are reported on Table 6 for comparisons.

Table 6

NCSU Food Service Facilities
Reported Used Most Frequently

Rank	Table 3 Response	Table 5 Response
1	University Center Snack Bar	Bragaw Snack Bar
2	University Center Ice Cream Bar	University Center Ice Cream Bar
3	Bragaw Snack Bar	Library Snack Bar
4	Student Supply Store Snack Bar	University Center Walnut Room
5	Library Snack Bar	Student Supply Store Snack Bar
6	University Center Walnut Room	University Center Buffeteria
7	University Center Buffeteria	University Center Snack Bar

As may be expected, each of the facilities listed in Table 6 is in some way centrally located.

In an attempt to investigate which and how many meals were eaten off-campus or in the room, respondents were asked to report the number of meals eaten by location in a given week. Tables 7 and 8 illustrate the frequency of response by meal and location.

Table 7

Respondents Meals Off-Campus

Monday through Friday			Saturday and Sunday	
Number of Meals Off Campus	Response		Number of Meals Off Campus	Response
0	89.8%	Breakfast	0	68.9%
1 to 3	7.5		1	13.6
> 3	2.7		2	17.5
0	63.4%	Lunch	0	41.0%
1 to 3	31.5		1	25.4
> 3	5.1		2	33.6
0	18.3%	Dinner	0	24.4%
1 to 3	56.8		1	28.1
> 3	24.9		2	41.5

Table 8

Respondents Meals in Room

Monday through Friday			Saturday and Sunday	
Number of Meals In Room	Response		Number of Meals In Room	Response
0	37.3%	Breakfast	0	60.8%
1 to 3	20.5		1	12.2
> 3	42.2		2	27.0
0	17.1%	Lunch	0	53.3%
1 to 3	28.5		1	25.1
> 3	54.4		2	21.6
0	26.2%	Dinner	0	62.5%
1 to 3	41.6		1	24.8
> 3	32.2		2	12.7

As a general observation, when given the opportunity to report meals eaten in their rooms and off-campus, the typical respondents were residents who (1) ate breakfast in their rooms all week, (2) ate lunch in their rooms all week with some tendency to eat off-campus on Saturday and Sundays, and (3) ate dinner off-campus especially on weekends.

Finally, to investigate the amount and type of food preparation in the room, respondents were asked to indicate which appliances were in their rooms. The following percentages represent the number of respondents who indicated they *used* these appliances in their rooms.

Table 9

Percentage of Respondents
Reporting Use of Appliance(s)

Appliance	%	Rank
Electric Coffee Pot	35.7	5
Pop Corn Popper	34.5	6
Toaster Oven	76.8	1
Small Fry Pan	53.2	3
Small Dorm-Type Refrigerator	69.5	2
Standard Refrigerator	26.5	7
Hot Plate	44.8	4
Others	17.0	-

The researcher believes that it is safe to assume that the appliance is by room and not by respondent. It should therefore be interpreted that 76.8% of the rooms have toaster ovens and not 76.8% of the residents.

As an additional observation, the researcher would note that small dorm-type or standard refrigerators were reported by 96% of the respondents. Since only 1% of the respondents reported both types of refrigerators, therefore, it should be interpreted that 95% of the rooms have some type of refrigerator.

The initial section of this paper was intended to describe the residents perception of NCSU Food Service Facilities. Problems and suggestions will be described in the following sections.

Problems with Campus Facilities

Respondents were asked to indicate problems they have had with the facility they have used most often. In general the following problems were reported: lack of food variety, quantity of food, high cost of food, slow service, attitude of workers, hours of operation, lack of seating, and dirty facilities.

A complete list of reported problems by facility were included in Appendix A. The reader may care to review these as problem types associated with each facility. The most frequent problem reported by area is shown in Table 10.

Table 10

Most Frequently Reported
Problem by Food Service Facility Area

University Student Center:	
Ice Cream Bar	"Slow Service"
Snack Bar	"Poor Service, Slow"
Deli	"Hours"
Salad Bar	"Out of Salad Additives"
Buffeteria	"Food Quality and Variety"
Walnut Room	"Food Variety - Not Enough Choices of Common Foods"
D.H. Hill Library Snack Bar	"Not Kept Clean"
Shuttle Inn	"Crowded"
Bragaw Snack Bar	"Expensive"
Student Supply Store Snack Bar	"High Prices and Crowded"
Quad Snack Bar	"Inconvenient Hours"
Syme Snack Bar	"Hours"
Kitchenette in Your Residence Hall	"Dirty/Over Crowding"

In response to a list of four problems, respondents indicated a "variety in menue" as their major problem. "Cost" and "Hours" were next reported by respondents as major problems. Table 11 shows the percentage of respondents who reported each of these areas as major problems.

Table 11

Major Food Service Problems

	Yes
Food Service location (in reference to dorm, class...)	20.5%
Food Service variety in menue	45.8
Cost	31.7
Hours	30.7
Others	16.1

Finally, associated with the preparation and eating of meals in their rooms, respondents were asked to indicate which of four problems listed were problems they experienced. "Clean-up" was an overwhelming response with over two-thirds of the respondents indicating this as a problem. Table 12 reports the percentage who indicated each of these problems in preparing and eating meals in their rooms.

Table 12

Problems Reported With Food Preparation and Consumption in Residence Halls

	Yes
Electrical Outlets	36.4%
Cold Food Storage Space	35.2
Dry Food Storage Space	23.3
Clean-up	69.6
Other	21.0

A major part of the 21.0% who indicated other resident hall problems were concerned with (1) time, (2) space to prepare and eat, (3) clean-up in bathrooms, (4) inability to cook, (5) lack of proper pans, and (6) lack of ventalation.

Respondents Suggestions and Comments

The researcher was very interested in determining "why residents would eat off-campus" in order to determine how the campus facilities could be made more attractive to the residents. The largest group of respondents indicated a belief that they were able to *eat off-campus at a lower cost*. This would suggest a need to further investigate off-campus and on-campus prices on some common meals. Also, "change in atmosphere" and "foods not available on-campus" were reported as major reasons for eating off-campus. Table 13 reports the percentage of respondents who indicate each of these areas to be problems.

Table 13

Reasons to Eat Off Campus

Cost	82.4%
Change of atmosphere	79.2
Food not available on-campus	73.1
Beer and wine available	25.5

This response would suggest a need to investigate (1) meal cost, (2) atmosphere of on-campus facilities, and (3) variety of foods available on-campus.

When asked "what do you think should be done to improve the eating situation on-campus", over half of the respondents indicated that (1) a new cafeteria convenient to the residence halls should be built, and (2) the snack bars in the residence halls should be upgraded to offer fast food items. Since food service location was earlier reported as a problem by only one-fifth of the respondents, this response seems to indicate that a new cafeteria may be attractive because of possible food variety, better service, and more seating rather than the convenience of location.

Table 14

Suggested Improvements

	% of Respondents Yes
Build an on-campus cafeteria convenient to the residence halls	52.1%
Build a dining hall adjacent to a specific residence hall and let only those wanting a board plan live there	16.2
Put more and better equipped kitchens in the residence halls	35.0
Upgrade the snack bars in the residence halls to offer hot fast food items (hamburgers, french fries, etc.)	51.7

In general, students were very willing to comment on how to improve campus food service facilities. Over 250 respondents made a suggestion or comment to the final open-ended question concerning "how can the food facilities better serve you"? These comments are best classified as (1) additional services to be offered, (2) suggestions for improvement, and (3) problems which need to be corrected.

Additions or new services to be considered included food deliveries to residence halls, serving alcoholic beverages with meals, providing microwave ovens in the residence halls and lockers in the kitchenettes for utensils. Also, additions to the existing grocery store was expressed as desirable.

As a suggestion for improvement, respondents suggested that operation hours be expanded to include earlier lunch meals (10:00 a.m.) and later breakfasts (egg-meals). A second suggestion encouraged more Italian and Mexican foods. It was also suggested to advertise menus.

Problems repeated in the comments were associated with the variety and quality of food preparation and the attitude of workers.

Appendix A

Types of Problems by NCSU

Food Service Facility

University Student Center's:

Ice Cream Bar -
Slow Service
Skimpy scoops
Sometimes out of a particular flavor
Lack of variety
When employees make mistakes, they hold the customer to blame
Nuts for ice cream not good
Needs nuts with syrup in them
Sloppy preparation
Personnel not friendly
Lack of help
Dirty conditions
Ice cream too soft
Stingy with whip cream
Milk shakes too expensive
Flavors switched too much
Workers not experienced

Snack Bar -
Poor Service, Slow
Incoherent Personnel
Greasy hamburgers
Bacon is greasy
Hamburgers too small
Poor hours - too short
Long lines for paying
Food smells bad
Poor quality & No selection
Takes long time
Poor food (cold)
Burgers taste bad
Cold fries
Watery drinks
No variety
Small quantities
Cold buns
Meats not cooked well
Not very nutritious
Serves leftover hamburgers

Deli -
Long lines
Not open long enough
Sandwiches too expensive
Bad tuni fish
Slow service
No variety
High prices

Salad Bar -
Out of salad additives
Not open long enough
Prices too high
Too slow
Inappropriate serving utensils
Close too early for lunch
Wilted lettuce
Not enough variety
Not enough on plates
Not taken care of, ingredients aren't kept up

Buffeteria -
Food not good
No coffee
No variety
Stale food
Greasy food
Fried chicken is dry
Runs out of food
Seasoning either too heavy or non at all
Not enough seating
Cold food
Girl at cash register is rude
Poor quality
Should stay open longer

Buffeteria continued -
Small plates
Needs a good cook
Needs two size plates & prices
No sugar for tea
High cost
Low quantity
Foods are poorly prepared
Need more vegetables
Do not get money's worth

Walnut room -
No home style roles
Not enough on plate
Poor selection & variety
High prices
Overcharges on specials
Salad dressing not good
Run out of bread
Not enough choices of common foods
No meal plan
Not open on weekends
Cardboard in food
Not enough eating tables
Employees are too slow
No menu's in dorms
Poor food (cold)
Tea not good
Disrespectful Cashier
Long lines, crowded
Strange menu (question what you are getting)
Poor choice of vegetables
No selection of broiled or baked meats
Vegetables overcooked
Not enough personnel
Food is bland

Library Snack Bar -
Trays in bad location
Not kept clean
Cold Food
Slow Service
Poor food
Drink Machines do not work
Congestion at check out lines
Unorganized
Workers not cooperative
Unarranged lines
Crowded in the mornings
No ice
Unfriendly workers
Crowded
No selection
Not open enough on weekends
No variety
Lack of tray racks along service lines

Shuttle Inn -
Crowded

Bragaw Snack Bar -
Not open on weekends
Expensive
Limited Food
Packaged sandwiches not good
No variety
Milkshakes are not good
Candy sometimes old
Management is hostile
Crowded
Oven does not work
Some food is stale
Closes too early on Fridays
Food not nutritious
Should take meal tickets

Student Supply Store Snack Bar -
No variety
Poor service (employees talk too much)
Not enough milkshake flavors
Wilted lettuce
Too far from Gold Dorm
Improper serving utensils
High prices
Not enough room
Closed on Sunday mornings
Student workers sometimes rude
Poor quality
Food over cooked
Not enough food
Not open on weekends
Crowded
Lack of nutritious - low caloric snacks

Student Supply Store Snack Bar continued -
Watered-down soft drinks
Cold french fries
Greasy food

Quad Snack Bar -
Inconvenient hours
High cost
Poor quality food
More supplies needed

Syme Snack Bar -
Not open on weekends
Poor selection
Food always in cans or plastic wrappers
Poor food quality
Only has junk foods
Poor food
No variety
No mountain-dew or gatoraide
Stale food
Insufficient menu appeal

Kitchenette in Dorm -
Dirty
Long lines at meal times
Garbage disposal does not work
No ventilation for smoke
Only one sink
Stoves do not work properly
Over crowding
No running water
No facilities

Appendix B

NCSU FOOD SERVICE SURVEY

North Carolina State University would like your opinion as to the quality of food service provided on campus. This survey has been designed to collect a representative sample of campus resident's opinions. Therefore, it is important that as many responses as possible be completed and returned. To assist in the return of these surveys please return this survey to your R.A.'s (resident advisor) room when you are finished.

This survey should not consume more than 20 minutes of your time. All responses will be held as confidential and no attempt will be made to associate any one survey to any student. If you have any questions about the use of this survey, please feel free to contact Larry Gracie in Student Affairs Planning and Research (204 Peele Hall/737-3125). Thank you for your assistance in this matter.

____ A. Your age *(to nearest birthday)*

____ B. Your sex *1=Male 2=Female*

____ C. Your class *1=Freshman 2=Sophomore 3=Junior 4=Senior 5=Beginning Graduate 6=Advanced Graduate*

____ D. Do you have a car registered on campus? *1=Yes 2=No*

____ E. Do you have access to a car in Raleigh? *1=Yes 2=No*

____ F. Do you have access to a bike in Raleigh? *1=Yes 2=No*

____ G. Your Residence Hall

1. Alexander	*7. Carroll*	*12. Sullivan*
2. Bagwell	*8. Gold*	*13. Syme*
3. Becton	*9. Lee*	*14. Tucker*
4. Berry	*10. Metcalf*	*15. Turlington*
5. Bowen	*11. Owen*	*16. Welch*
6. Bragaw		

____ H. Do you work part-time on or off-campus? *1=Yes, off-campus 2=Yes, on-campus 3=No*

I. How many of the following meals did you eat off-campus last week? *Enter a number in each blank.*

Monday through Friday		Saturday and Sunday	
Breakfast	____	*Breakfast*	____
Lunch	____	*Lunch*	____
Dinner	____	*Dinner*	____

J. How many of the following meals did you prepare in your room last week? *Enter a number in each blank.*

Monday through Friday		Saturday and Sunday	
Breakfast	____	*Breakfast*	____
Lunch	____	*Lunch*	____
Dinner	____	*Dinner*	____

K. What appliance(s) do you use for food preparation in your room. *Check all that may apply.*

__ *1. Electric Coffee Pot*
__ *2. Pop Corn Popper*
__ *3. Toaster Oven*
__ *4. Small Frying Pan*
__ *5. Small Dorm-type Refrigerator*
__ *6. Standard Refrigerator*
__ *7. Hot Plate*
__ *8. Other (please specify)* _____

PLEASE CONTINUE ON BACK

L. What time or times of day would you most often have meals? *Indicate with a ✓ all that may apply.*

__ 1. *Before 7am*
__ 2. *7am to 9am*
__ 3. *9am to 11am*
__ 4. *11am to Noon*
__ 5. *Noon to 2pm*
__ 6. *2pm to 4pm*
__ 7. *4pm to 6pm*
__ 8. *6pm to 8pm*
__ 9. *After 8pm*

FACILITY EVALUATION

The following questions pertain to campus facilities. Each area will be judged twice--once for your usage and once for your satisfaction.

M. Facility Usage

Indicate how important these facilities are to you as a user. *Enter one number which best describes your use.*

1. = High importance (Eat an average of more than 5 meals per week)
2. = Medium importance (Eat an average of 2 to 4 meals per week)
3. = Low importance (Eat an average of 1 meal per week)
4. = I do not use

UNIVERSITY STUDENT CENTER'S
___ Ice Cream Bar
___ Snack Bar
___ Deli
___ Salad Bar
___ Buffeteria (all you can put on one plate)
___ Walnut Room Cafeteria
___ D. H. HILL LIBRARY SNACK BAR (University Student Center Annex)
___ SHUTTLE INN (Textile School)
___ BRAGAW SNACK BAR
___ STUDENT SUPPLY STORES SNACK BAR
___ QUAD SNACK BAR (Berry/Becton/Bagwell)
___ SYME SNACK BAR
___ KITCHENETTE IN YOUR RESIDENCE HALL

N. Facility Satisfaction

Indicate how satisfied you are with these facilities that you do use. *Enter one number which best describes your satisfaction.*

1. = Very Satisfied
2. = Satisfied
3. = Neutral
4. = Dissatisfied
5. = Very Dissatisfied

UNIVERSITY STUDENT CENTER'S
___ Ice Cream Bar
___ Snack Bar
___ Deli
___ Salad Bar
___ Buffeteria (all you can put on one plate)
___ Walnut Room Cafeteria
___ D. H. HILL LIBRARY SNACK BAR (University Student Center Annex)
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___ BRAGAW SNACK BAR
___ STUDENT SUPPLY STORES SNACK BAR
___ QUAD SNACK BAR (Berry/Becton/Bagwell)
___ SYME SNACK BAR
___ KITCHENETTE IN YOUR RESIDENCE HALL

O. Indicate the three facilities that you have used most this school year and specify any problems which you may have had with them.

_____ _____

_____ _____

_____ _____

___ P. Are you satisfied with the eating arrangement you now have ? *1=Yes 2=No*

___ Q. In general, would you prefer to eat *(select one)*
1=in your room 2=in a campus cafeteria 3=off-campus

___ R. Are you aware of the University Student Center discount meal card? *1=Yes 2=No*

___ S. Do you use the University Student Center discount meal card? *1=Yes 2=No*

___ T. Would you favor a required room and board plan for freshman living in the residence hall if that were one way to support a on-campus cafeteria? *1=Yes 2=No*

___ U. Would you be interested in a small dining hall open only to residents of your hall and their guest if the costs of all meals were made part of your rent and this room and board plan were to cost approximately $650 per semester? *1=Yes 2=No*

V. What are major problems with your present on-campus eating arrangements? *Indicate with a ✓ all that may apply.*

___ *Food Service location (in reference to dorm, class...)*
___ *Food Service variety in menu*
___ *Cost*
___ *Hours*
___ *Others* _____

_____

W. What do you think should be done to improve the eating situation on campus? *Indicate with a ✓ all that may apply.*

___ *Build an on-campus cafeteria convenient to the residence hall*
___ *Build a dining hall adjacent to a specific residence hall and let only those wanting a board plan live there*
___ *Put more and better equipped kitchens in the residence hall*
___ *Upgrade the snack bars in the residence halls to offer hot fast food items (hamburgers, french fries, etc.)*
___ *Other* _____

_____

X. What problems do you have in preparing and eating meals in your room? *Indicate with a ✓ all that may apply.*

___ *electrical outlets*
___ *cold food storage space*
___ *dry food storage space*
___ *clean-up*
___ *other* _____

_____

PLEASE CONTINUE ON BACK

Y. Why do you eat off-campus? *Indicate with a* _ *all that may apply.*

___ *Change of atmosphere*
___ *Beer and wine available*
___ *Foods not available on-campus*
___ *Cost*
___ *Other* _____

_____

Z. Can you think of anything which you have not already mentioned that you would like to comment on pertaining to the campus food service facilities? (i.e., How these facilities could better serve you.) *Please write any comments you may have in the space below.*

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THANK YOU!